

# SWS - Forms in the Report Menu - System Reports - Master File Reports - Resolution Codes

Last Modified on 08/05/2024 12:37 pm EDT

The Resolution Codes Report lists all Resolution Codes for a particular Country or Group. The Report details the two-letter Resolution Code, a description of the Code, and the Alarm condition.

## Generating a Resolution Codes Report

Perform the following steps to generate a Resolution Codes Report:

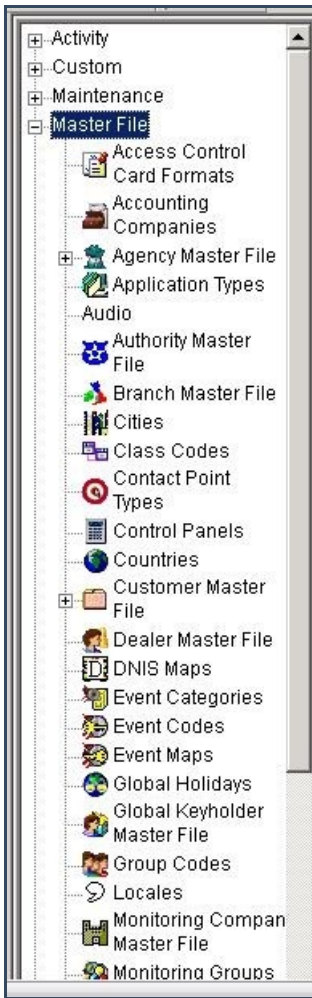
1. Navigate to the Reports menu, and select "System Reports".

**Result:** The "System Reports" Navigation Tree displays as shown in the following screenshot:



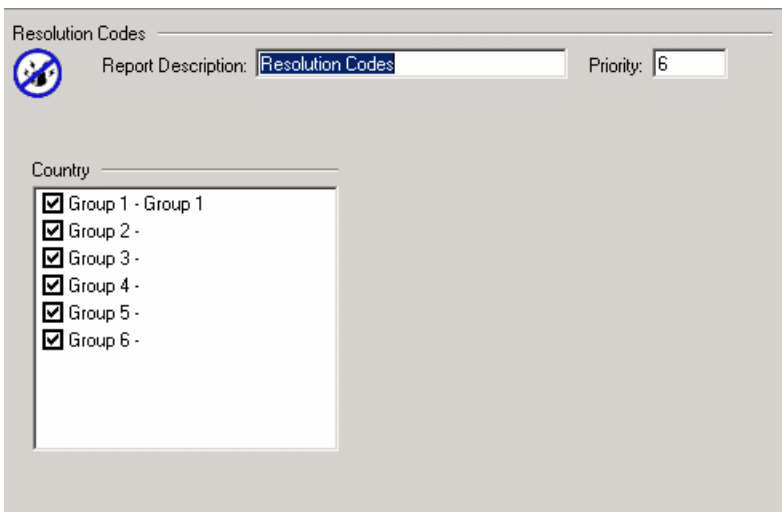
2. Click the "Master File" Navigation Tree Node.

**Result:** The Master File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Resolution Codes".

**Result:** The "Resolution Codes" form displays as shown in the following screenshot:



4. Items in the "Country" area of the form display as preselected. If you want, deselect any Country you want to exclude from your Report.

5. Click "Next".

**Result:** The Distribution Tab displays as shown in the following screenshot:

The screenshot displays a software interface for configuring distribution settings. It is divided into two main sections: "Override or unlisted destination" and "Contact list destination".

**Override or unlisted destination:**

- Override recipient's name: [Text input field]
- Override destination type: [Dropdown menu]
- Override destination address (Fax/Email): [Text input field]
- [Add to list button]

**Contact list destination:**

- Default printer: [PRINTSERVER01 dropdown]
- Contact list type: [Customer dropdown]
- Customer: [259 text input with search icon]
- Show suppressed contacts
- Hold for preview

**Contacts List:**

- Contacts (expanded):
  - Anytime Bill
  - Mary Beth
  - Pete - Non Opening user
  - Same Spade
  - John Doe
  - Jg
  - Jeff Herd
  - Non Rotating user 1
  - Non Rotating user #2
  - Jane Doe
  - 11
  - 12
  - 13
  - 14
  - 15
  - 16
  - 17
  - 18
  - 19
  - 20
  - 21
- Dealer
  - Dealer GH 202 for testing
- Branch
- Agency
- Authority
- Customer
  - George's testing account
  - Company (printer only)

Navigation buttons (>, <, >>, <<) are located between the contacts list and the preview area.

At the bottom, there are tabs for "Reports" and "Distribution".

6. For instructions on distributing your Report, refer to the "System Reports" document.